

E-01575A-09-0453 AND
E-01575A-08-0328

ORIGINAL



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez Phone: -----

Priority: Respond Within Five Days

Opinion No. 2010 - 89413

Date: 9/16/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Arizona Corporation Commission

DOCKETED

SEP 20 2010

Complaint By: First: Sandy S. Last: Wolf

Account Name: Sandy S. Wolf

Home:

Street: email address

Work:

City: Sonoita

CBR:

State: AZ Zip: 85637

is: E-Mail

Utility Company: Sulphur Springs Valley Electric Cooperative, Inc.

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

(***Referred from Commissioner Newman's office*****)

SSVEC HAS REALLY LIED TO US.....THEY HAVE STARTED PUTTING UP THESE MONSTEROUS LINES
ALONG 82.

THEY SAID THEY WOULD BE 1-ONLY 1 LINE, AND IT LOOKS LIKE 3 TO ME

THEY SAID THEY WOULD PUT THEM 300 FT. APART, AND THAT'S NOT THE CASE.

I'D BE WILLING TO BET THIS IS NOT GOING TO COME IN ANYWHERE NEAR THE 17MIL DOLLARS THEY
PROJECTED....AND THEY'LL WANT US TO PAY. THEY HAVE PRIVATE AGENTS WATCHING THE SITE--
IS THIS NORMAL?

I BELIEVE THEY'VE REALLY PULLED ONE OVER ON US....THE PHOTOS THAT THEY SHOWED AT THE
PRESENTATIONS WERE NO-WHERE LIKE THE POLES THEY ARE PUTTING UP.

IS IT O-KAY TO LIE AND GET AWAY WITH IT? I AM SO DISAPPOINTED IN THE SYSTEM....

SANDY WOLF

Sandra S. Wolf ChFC, CSA
Long Term Care Specialist

End of Complaint

Utilities' Response:

RECEIVED
2010 SEP 20 P 3:29
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

9/16

I called customer @ 3:03 p.m. and left a voice mail message to please return my call. I was going to let the customer know that I would be more than willing to file her Opinion in docket # E-01575A-09-0453.

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I received a call back from customer who said she realized when she purchased her property about 13 years ago that there were easements near her property but she did not realize that the poles would be placed on this land in 2010. Customer is upset as she claims they were recently told by SSVEC that the poles would be set about 300 feet apart but she seems to think they are more like 100 feet apart. The color of the poles would be painted brown in order to blend into the environment but instead they were painted with gray colored paint. Customer claims that only one line was suppose to be set on the poles but customer counts three. Customer is so upset about this that she said she could not sleep last night. Towards the end of her communications to the ACC customer began to tear-up. She thanked the ACC for following up with her and said she wished there was more that she can do to prevent these poles from being erected. I told customer that I would have her Opinion docketed so that the Commissioners would have an opportunity to read her concerns. FILE CLOSED.

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Emailed to Phoenix for docketing.

End of Comments

Date Completed: 9/16/2010

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